

County of Los Angeles – Department of Mental Health
Service Area 3

Quality Improvement Committee Meeting

May 20, 2015

9:30 am – 11:30 am

AGENDA

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|---|-------------------|
| I Welcome and Introductions | Bertrand Levesque |
| II Review of the Minutes | Bertrand Levesque |
| III QI/QA Process-Violence Intervention Prog. | Katia Perez |
| IV Suicide Prevention | Kimberly Ronan |

Quality Improvement

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|---|------------------------|
| I Patient Rights-Change Provider Report | Bertrand Levesque |
| II Safety Intelligence | Gassia Ekizian |
| III Cultural Competency | Sandra Chang Ptasinski |
| IV Test Calls | Bertrand Levesque |
| V Providers Directory | Gassia Ekizian |
| VI Policy Update | Bertrand Levesque |
| VII MHSIP | Greg Tchakmakjian |

Quality Assurance Liaison Meeting

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|---|--------------------|
| I DSM 5 and ICD9/10 | Bertrand Levesque |
| II Documentation Training | Gassia Ekizian |
| III Community Functioning Evaluation Form | Bertrand Levesque |
| IV Initial Med. Appointment Policy | Gassia Ekizian |
| V TCM Documentation in an Assessment | Gassia Ekizian |
| VI Initial Med. Aptmt. Policy | Gassia Ekizian |
| VII Medi-cal Certification | Elizabeth Townsend |
| VIII Wraparound Presentation | Bertrand Levesque |

Other Issues

- | | |
|-----------------|-------------------|
| I Announcements | All |
| II Adjournment | Bertrand Levesque |

**Next Meeting: June 17, 2015 at Enki, 3208 Rosemead Blvd
2nd Floor, El Monte, Ca**

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	5/20/2015
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am
Chairperson Co-Chairs	Dr. Bertrand Levesque Mrs. Gassia Ekizian Mrs. Elizabeth Owens	End Time:	11:24 am
Members Present	<div> <div> <i>Misty Aronoff</i> <i>Marie Zamudio</i> <i>Emily Dual</i> <i>Mark Rodriguez</i> <i>Erin Grierson</i> <i>Paula Randle</i> <i>Bertrand Levesque</i> <i>Greg Tchakmakjian</i> <i>Tonia Amos-Jones</i> <i>Elizabeth Townsend</i> <i>Nikki Collier</i> <i>Sandra Chang Ptasinski</i> <i>Kimberly Ronan</i> <i>Robin Washington</i> <i>Nancy Uberto</i> <i>Ariana Alvarez</i> <i>Michael Olsen</i> <i>Windy Luna-Perez</i> <i>Tiffani Tran</i> <i>Gassia Ekizian</i> <i>Debbie Jih</i> </div> <div> <i>Alma</i> <i>Almansor</i> <i>Bienvenidos</i> <i>Bridges</i> <i>Crittenton</i> <i>David & Margaret</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>DMH</i> <i>D'Veal</i> <i>D'Veal</i> <i>ENKI</i> <i>Ettie Lee</i> <i>Five Acres</i> <i>Foothill</i> <i>Hathaway</i> </div> <div> <i>Stella Tam</i> <i>Laura Jimenez</i> <i>Brittany Fella</i> <i>Tammie Shaw</i> <i>Gabriela Rhodes</i> <i>Uyen Nguyen</i> <i>Vivian Chung</i> <i>Daniel Navasartian</i> <i>Natasha Stebbins</i> <i>Jennifer Lomas</i> <i>Diana Scott</i> <i>Lorraine Romero</i> <i>Rebecca deKeyser</i> <i>Nely Meza-Andrade</i> <i>Rachel Riphagen</i> <i>Natalie Majors</i> <i>Keri Zehm</i> <i>Jose Bologna</i> <i>Katia Perez</i> <i>Rafael Montoya</i> </div> <div> <i>Heritage</i> <i>Hillsides</i> <i>Homes for Life</i> <i>Maryvale</i> <i>McKinley</i> <i>Pacific Clinics</i> <i>Prototypes</i> <i>Prototypes</i> <i>PUSD</i> <i>PUSD</i> <i>Rosemary</i> <i>Rosemary</i> <i>San Gabriel Children's</i> <i>SPIRITT</i> <i>The Family Center</i> <i>Tri-City MH</i> <i>Tri-City MH</i> <i>Trinity</i> <i>Violence Intervention</i> <i>Violence Intervention</i> </div> </div>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	Dr. Levesque called the meeting to order and followed with self-introductions.		
Review of Minutes	Minutes were reviewed. Motion to accept by Michael Olsen and seconded by Robin Washington.		
Suicide Prevention	<p>Kimberly Ronan, LCSW from Partners in suicide prevention team (PSP) presented on the program, which included:</p> <ul style="list-style-type: none"> • A review the national statistics for suicide and the risk factors for suicide. • A review of the PSP program specifics. • The goal and purpose of PSP trainings: <ul style="list-style-type: none"> ○ To provide training to community and clinical services providers. ○ To promote suicide prevention as a core component of health care services. ○ To promote and implement effective clinical and professional practices for assessment and treatment. • A review of how agencies can participate in/host trainings: PSP will go to agencies to train; minimum 25-45 staff. If not at least 25, can register for existing training on <i>learningnet</i>. • Information on upcoming trainings/meetings: <ul style="list-style-type: none"> ○ Recognizing and Responding to Suicide Risk- 5/25 & 5/27 at East LA Public Library. 6/1 & 6/2, 6/9 & 6/10, or 6/23 & 6/24 @ Common Wealth Superior Court Building. ○ <u>Annual Suicide Summit</u> – 10/22/2015 @ Cal State Northridge 	For more information, please see handouts, or email: suicideprevention@dmh.lacounty.gov	
QI/QA Process-Violence Intervention Program	<p>Presenters: Rafael Montoya and Katia Perez</p> <p>The VIP QA/QI department has 4 staff members. The team is responsible for the following:</p> <ul style="list-style-type: none"> ▪ Audits – quarterly (2 charts/per clinician). ▪ Utilization Reviews – quarterly (peer review). ▪ Holding regular trainings with staff. ▪ Reviewing California Sanctions & attesting to HR. 	Mr. Montoya provided a limited number of copies for the chart review tool, audit tool, attestation regarding federally funded programs, and EBP Outcomes info sheets. Please contact him if you would like additional copies.	

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	<ul style="list-style-type: none"> ▪ Reviewing licenses/status and maintaining electronic/paper signatures. ▪ Overseeing requests for release of records. ▪ Overseeing processing of subpoenas. ▪ Conducting Compliance Investigations. ▪ Maintaining change of provider process. ▪ Medi-Cal Certification Process. ▪ Maintaining policies and procedures. ▪ Disseminating updates to Agency - Team meets weekly to review. ▪ Overseeing IBHIS implementation team. ▪ Holding exit interviews with staff to address documentation issues. 		
Patient Right-Change Provider Report	Dr. Levesque discussed and distributed (for review) the April 2015 Change of Provider report.	If your agency is marked for having outstanding reports, please address this right away.	
Safety Intelligence	Ms. Ekizian informed members that DMH is missing responses from 45 agencies for the Safety Intelligence System User Roles. Mrs. Ekizian also reminded members that June 1, 2015 is the 'go live' date for Safety Intelligence for DO; Contractors will 'go live' soon.	Please contact David Crain and follow up to ensure that your agency has submitted this documentation. (213) 351-6633	
Cultural Competency	Sandra Chang-Ptasinski presented from Cultural Competency. Mrs. Chang-Ptasinski reviewed 2014-2015 Strategies, Projects, and Outcome Status for UREP. There are 6 UREP subcommittees and Ms. Chang-Ptasinski reviewed the highlights from each project.	Please review handout for more details.	
Test Calls	Dr. Levesque provided information on test calls, and requested for 10 volunteers (5 English, and 5 non-English) for Service Area 3. The month for test calls for Service Area 3 is June, 2015.	All 10 slots for volunteers were filled SA3 members. Members met with Dr. Levesque briefly following the meeting to obtain further instructions.	

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Provider Directory	Ms. Ekizian discussed the online and paper versions of the Provider Directory. The updated paper copy of the provider directory has not been printed. Agencies need to review agency information and ensure everything is listed correctly. All requests for changes need to be made through your Service Area Liaison.		
Policy Update	Dr. Levesque emailed a policy guide spreadsheet, which will enable agencies to easily cross reference policies.	Please review this guide for reference.	
MHSIP	Dr. Tchakmakjian reviewed a few important reminders regarding MHSIP surveys: 1) Tally sheets for surveys need to be sent to Dr. Tchakmakjian by May 25 th . 2) Surveys can be taken to 695 s. Vermont location.	Drop of times should be coordinated with Dr. Tonia Amos-Jones at (213) 251-6736.	
DSM and ICD9/10	<p>Dr. Levesque reviewed the ICD10 and DSM5 proposed solution. Dr. Levesque reminded members that after October 1, 2015, the IS will only accept ICD10 diagnosis codes and that Axis 5 will be disabled.</p> <p>Agencies will need to create/review their own crosswalk(s) for DSM 5 to ICD-10.</p>	<p>Agencies also should start preparing for this transition.</p> <p>Please review handout for more details.</p>	
Documentation Training	Ms. Ekizian reviewed the documentation training schedule. Currently, there is one training available for contractors, which is on June 8, 2015.	Please see handout for more information and detail.	
Community Functioning Evaluation Form	Dr. Levesque discussed the return of the 'community functioning evaluation form'. This form will be revised and re-released very soon, and will be used to evaluate targeted case management needs.	This will be available soon.	
Initial Med Appointment Policy	Ms. Ekizian, reviewed Policy 302.09 regarding Scheduling Initial Medication Services. This policy will be revised soon to address urgent care referrals for medication. More specifics on this to come.	Agencies should inform their District Chief if they cannot comply with the initial medication scheduling requirements.	
New COD Form	Dr. Levesque reviewed and provided a hand out explaining how to calculate the score on the new Supplemental COD Assessment in IBHIS.	Please see hand out for more details.	

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Medi-Cal Certification	<p>Mrs. Townsend presented on changes with certification process based on the plan of correction that was submitted to the State. Mrs. Townsend discussed that, moving forward, the re-certification process will start early (1-2 months prior) in order to ensure that everything is completed on time. Mrs. Townsend has notified all providers who have a re-certification due through December 2015.</p> <p>Mrs. Townsend is available to assist with the process if needed</p>	<p><u>Some things to remember:</u></p> <ol style="list-style-type: none"> 1. Get fire clearance early (1-2 months prior). 2. Be sure to have all needed items in place. 3. Be sure to have agency policy on sanctions/exclusions review process. 4. Be sure to have informing materials available <p>Mrs. Townsend will send checklist to Dr. Levesque to disseminate.</p>	
Wraparound Presentation	<p>There will be an ICC (T1017HK) & IHBS (H2015HK) training for new wrap around providers. The training will be held on June 9, 2015 from 1:00pm-4:00pm at Enki-3208 Rosemead Blvd, 2nd Fl. El Monte, CA 91731</p>	<p>For registration information please contact: Nicole Raymond – nraymond@dmh.lacounty.gov</p> <p>See flyer handout for more information</p>	
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes 4/2015 3. LAC DMH PSP Training Menu/Flyer 4. Recent UREP Strategies, Projects, and Outcomes Status FY 2014/2015 5. ICD10/DSM5 Proposed Solution Slides 6. Documentation Training Schedule 7. COD Assessment Instructions in IBHIS 8. ICC/IHBS Training Flyer 		
Announcements	<p>Enki has an upcoming fiscal monitoring review</p>		
Next Meeting	<p>Next Meeting is July 15, 2015 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.</p>		

Respectfully Submitted, Natalie Majors, Tri-City Mental Health